



ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)
ADMINISTRATION DIVISION
INFORMATION TECHNOLOGY SERVICES
PERMANENT/FULL-TIME
\$4,467.00 – 5,703.00
FINAL FILING DATE: June 25, 2007, or Until Filled

DEPARTMENT SUMMARY:

Are you interested in working for a department where you know the services you provide make a difference? The VCGCB is comprised of approximately 300 employees who help administer the Victim Compensation and the Government Claims Programs. The Victim Compensation Program helps people who have been a victim of crime to pay medical bills, funeral expenses, treatment for mental health, lost wages, and other crime-related expenses. The Government Claims Program helps members of the public resolve claims against the State. Our mission is to serve our claimants and stakeholders through effective assistance and timely resolution of claims. The VCGCB is a special fund department under the direction of the State and Consumer Services Agency.

POSITION SUMMARY:

Under the general supervision of the Client Services and Development Support Manager, DPM II, the Associate Information Systems Analyst (AISA) is responsible for performing a variety of duties in support of electronic information processing systems. The AISA will follow departmental policies, process and guidelines to ensure customer needs are met, departmental standards are followed, and project milestones and deliverables are accomplished.

- Receive customer calls and document user problems and /or requests for services in order to resolve or distribute to appropriate IT units using various resources and/or equipment as needed.
- Enter, update and track all customer phone calls and emails using the Track-It function.
- Identify Information Technology (IT) systems problems (e.g., design, viruses, connectivity, etc.) including its cause and effect, using various tools to ensure any problems in the IT environment are effectively addressed.
- Prioritize problem resolutions using software tools.
- Develop IT systems alternative strategies and/or solution requirements, using various tools to aid in system development.
- Resolve incidents or problems efficiently, recognizing customer's technical competence levels and adapting the approach accordingly.
- Follow up with users on the status of their help tickets and provide regular feedback to system users about system availability or problems.
- Assist customers with the creation of ITS related email notices that need to be communicated to internal and external customers.
- Assist and advise clients in the preparation and completion of Service Requests.
- Act as a liaison, consultant, and coordinator to client agencies in system planning activities and defining their business needs.
- Identify/define alternative solutions to problems using current technologies related to systems software/hardware to remain up-to-date.
- Prepare IT related documentation in a variety of different formats, such as flowcharts, diagrams, narrative description, etc.

Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation. **Position subject to SROA and Re-employment List policies and procedures. **

- Perform administrative tasks associated with establishing or amending purchase orders or service contracts.
- Assist 2nd or 3rd level tech support with problem resolution by identifying the user environments, analyzing problem patterns and other problem specific issues.
- Develop and maintain Help Desk documentation of known problems and workarounds.
- Help develop and maintain Help Desk Guidelines, Processes and Policies.
- Troubleshoot problems with personal computers, including Windows desktop Office Suite (OS) environments and Microsoft Office Suite to include Word, Excel, Power Point, Access, Outlook and Visio.
- Install hardware and software in the IT environment as necessary to ensure the efficient functioning of the user.
- Research and troubleshoot problems utilizing documented processes and procedures.
- Provide assistance to the Desktop Support Team, as second level support, for all VCGCB hardware (PCs and their peripherals, laptops, scanners, printers, and digital senders) and software.
- Assist with complex analytical studies and troubleshooting hardware and or software operation, network/server support, and maintenance involving complex IT systems.
- Assists in the research, standards and recommended procurement of all computing equipment.
- Provide setup, installation, support, and maintenance for PC audits, inventory and hardware surplus, salvage and the cleaning of hard drives before release.
- May assist in testing of new version of applications.
- May assist in preparing strategic planning documents.

DESIRED QUALIFICATIONS:

- Exceptional customer service skills
- Self-starter
- Ability to adapt to changing priorities

WHO MAY APPLY:

Individuals currently at the Associate Information Systems Analyst level or are eligible for appointment (*by way of transfer, list eligibility, or reinstatement*) to this classification. **In addition to their State application, candidates must submit a current resume and cover letter explaining their eligibility and their interest in this position. Applications will be screened and only the most qualified may be interviewed.**

SUBMIT APPLICATION TO:

Victims Compensation and Government Claims Board
Attn: Angela Ramirez
Human Resources Section
P.O. Box 48
Sacramento, CA 95812-0048
(916) 491-3805
angela.ramirez@vcgcb.ca.gov

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